

DEPARTMENT OF HEALTH SERVICES

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TO: All County Welfare Directors
All County Administrative Officers
All IEVS Contact Persons

January 16, 1990
Letter No.: 90-07

SUBJECT: SECOND CONTACTS - REQUESTS FOR VERIFICATION/ADDITIONAL INFORMATION

During the post implementation review process for the Income Eligibility Verification System (IEVS), State reviewers have noted an increase in state hearing decisions in favor of the applicant/recipient because the county did not properly document additional client contact attempts before denying or discontinuing Medi-Cal eligibility due to lack of information, noncooperation or loss of contact.

Based on these findings, for IEVS cases only, it was suggested that the additional contact attempts be in writing. This change would result in two different client contact policies; one policy for IEVS-related requests for verification/information, and one policy for other requests for verification/information.

However, to ensure consistency, save staff time and avoid unnecessary hearings, the following procedures for all Medi-Cal cases has been established:

First Contact

When the eligibility worker (EW) needs to contact the client for additional information, verification, or other related purposes, the date, method of contact, and result of the contact must be documented in the case file. (For IEVS contact procedures see Medi-Cal Eligibility Procedures Handbook, Article 21-D 3, and 21-E. 6 and 7).

Second Contact

1. When an applicant/recipient fails to respond to the first contact by the requested deadline, the EW shall conduct a second contact, either by telephone (See Telephone Contact Guideline) and/or written notice (Title 22, California Code of Regulations, Sections 50165 and 50175), and document this extra effort in the file.

2. The written notification should include the date of the prior (initial) client contact and the requested information/verification, the time frame for responding to this second notification, and the consequences